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Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	Agentforce and Sales Cloud: This section assesses the skills of AI Developers and covers identifying the correct generative AI features in Agentforce for Sales Cloud scenarios. It also includes determining when to use Agentforce Sales Agents, such as Sales Development Representatives (SDRs) and Sales Coaches.

Topic 2	Agentforce and Data Cloud: This section measures the skills of AI Developers and addresses how Agentforce integrates with Data Cloud to improve response accuracy and personalize answers. It involves grounding with retrievers in Data Cloud to enhance agent performance.
Topic 3	Agentforce and Service Cloud: This section measures the skills of AI Engineers and focuses on building agents that answer questions based on Knowledge articles and connecting them to digital channels. It also covers identifying the correct generative AI features in Agentforce for Service Cloud scenarios.
Topic 4	Agentforce Concepts: This section assesses the skills of AI Engineers and covers how Agentforce works, including its reasoning engine, standard and custom topics, agent actions, and user security management. It also includes testing and deploying agents from sandbox to production environments.
Topic 5	Prompt Engineering: This section measures the skills of AI Developers and focuses on prompt engineering techniques. It covers identifying when to use Prompt Builder, managing prompt templates, selecting appropriate grounding techniques, and explaining the process for creating and executing prompt templates.

Salesforce Certified Agentforce Specialist Sample Questions (Q262-Q267):

NEW QUESTION # 262

Universal Containers (UC) is implementing Agentforce Service Agent on Email, UC made an email template and now needs to connect it to a Service Agent.

What should an Agentforce Specialist recommend?

- A. No action needed; the Service Agent connects automatically.
- B. Create an Omni-Channel flow to point to an email template.
- C. Create an Email Configuration for the Service Agent.

Answer: C

Explanation:

According to the AgentForce for Service Configuration Guide, when implementing Service Agents on Email, administrators must create an Email Configuration to connect the agent with the appropriate email channel and templates. The documentation specifies: "To enable Service Agents to handle emails, create an Email Configuration that links the agent to the email address, template, and routing parameters. This configuration allows the Service Agent to read, interpret, and respond using the defined template." Option B (creating an Omni-Channel flow) applies to routing live messages or chats, not configuring email agents.

Option C is incorrect because Service Agents do not automatically connect to email templates - a manual configuration is required. Thus, Option A is correct as it aligns with Salesforce's documented process for connecting email templates to AgentForce Service Agents.

References (AgentForce Documents / Study Guide):

- * AgentForce for Service Setup Guide: "Creating Email Configurations for Service Agents"
- * Salesforce Service Cloud Email Configuration Overview
- * AgentForce Study Guide: "Deploying Service Agents on Email Channels"

NEW QUESTION # 263

Universal Containers (UC) has implemented Generative AI within Salesforce to enable summarization of a custom object called Guest. Users have reported mismatches in the generated information.

In refining its prompt design strategy, which key practices should UC prioritize?

- A. Enable prompt test mode, allocate different prompt variations to a subset of users for evaluation, and standardize the most effective model based on performance feedback.
- B. Create concise, clear, and consistent prompt templates with effective grounding, contextual role- playing, clear instructions, and iterative feedback.
- C. Submit a prompt review case to Salesforce and conduct thorough testing In the playground to refine outputs until they meet user expectations.

Answer: B

Explanation:

For Universal Containers (UC) to refine its Generative AI prompt design strategy and improve the accuracy of the generated summaries for the custom object Guest, the best practice is to focus on crafting concise, clear, and consistent prompt templates. This includes:

- * Effective grounding: Ensuring the prompt pulls data from the correct sources.
- * Contextual role-playing: Providing the AI with a clear understanding of its role in generating the summary.
- * Clear instructions: Giving unambiguous directions on what to include in the response.
- * Iterative feedback: Regularly testing and adjusting prompts based on user feedback.
- * Option B is correct because it follows industry best practices for refining prompt design.
- * Option A (prompt test mode) is useful but less relevant for refining prompt design itself.
- * Option C (prompt review case with Salesforce) would be more appropriate for technical issues or complex prompt errors, not general design refinement.

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Salesforce Prompt Design Best Practices: https://help.salesforce.com/s/articleView?id=sf.prompt_design_best_practices.htm

NEW QUESTION # 264

An Agentforce Agent has been developed with multiple topics and Agent Actions that use flows and Apex. Which options are available for deploying these to production?

- A. Use only change sets because the Salesforce CLI does not currently support the deployment of agent-related metadata.
- B. Deploy the flows and Apex using normal deployment tools and manually create the agent-related items in production.
- **C. Deploy flows, Apex, and all agent-related items using either change sets or the Salesforce CLI /Metadata API.**

Answer: C

Explanation:

Why is "Deploy flows, Apex, and all agent-related items using either change sets or the Salesforce CLI /Metadata API" the correct answer?

When deploying an Agentforce Agent with multiple topics and Agent Actions that use flows and Apex, a complete deployment solution is required. Change sets and the Salesforce CLI/Metadata API support the deployment of flows, Apex code, and agent-related metadata.

Key Considerations for Agentforce Deployments:

- * Supports Deployment of All Required Components
- * Agentforce Agents include flows, Apex classes, topics, and agent actions.
- * Change sets and Salesforce CLI/Metadata API allow deployment of all these components together, ensuring a smooth transition to production.
- * Agentforce Metadata Can Be Deployed Using Standard Tools
- * Change Sets: Allows admins to move configurations, custom objects, and metadata between Salesforce environments.
- * Salesforce CLI/Metadata API: Enables scripted deployments, automating the transfer of Agentforce configurations.
- * Ensures a Complete Migration Without Manual Configuration
- * Deploying all components together reduces the risk of misconfiguration.
- * Automating deployments using the Metadata API ensures consistency across environments.

Why Not the Other Options?

- # A. Deploy the flows and Apex using normal deployment tools and manually create the agent-related items in production.
 - * Incorrect because manually creating agent-related items in production introduces risk and inconsistency.
 - * This approach is error-prone and time-consuming, especially for large Agentforce deployments.
- # B. Use only change sets because the Salesforce CLI does not currently support the deployment of agent-related metadata.
 - * Incorrect because Salesforce CLI and Metadata API fully support Agentforce deployments.
 - * Change sets are useful but limited in large-scale, automated deployments.

Agentforce Specialist References

- * Salesforce AI Specialist Material confirms that Agentforce metadata (flows, actions, and topics) can be deployed using Change Sets or the Metadata API.

NEW QUESTION # 265

Universal Containers tests out a new Einstein Generative AI feature for its sales team to create personalized and contextualized emails for its customers. Sometimes, users find that the draft email contains placeholders for attributes that could have been derived from the recipient's contact record. What is the most likely explanation for why the draft email shows these placeholders?

- A. The user's locale language is not supported by Prompt Builder.
- **B. The user does not have permission to access the fields.**
- C. The user does not have Einstein Sales Emails permission assigned.

Answer: B

Explanation:

UC is using an Einstein Generative AI feature (likely Einstein Sales Emails) to draft personalized emails, but placeholders (e.g., {!Contact.FirstName}) appear instead of actual data from the contact record. Let's analyze the options.

* Option A: The user does not have permission to access the fields. Einstein Sales Emails, built on Prompt Builder, pulls data from contact records to populate email drafts. If the user lacks field-level security (FLS) or object-level permissions to access relevant fields (e.g., FirstName, Email), the system cannot retrieve the data, leaving placeholders unresolved. This is a common issue in Salesforce when permissions restrict data access, making it the most likely explanation and the correct answer.

* Option B: The user's locale language is not supported by Prompt Builder. Prompt Builder and Einstein Sales Emails support multiple languages, and locale mismatches typically affect formatting or translation, not data retrieval. Placeholders appearing instead of data isn't a documented symptom of language support issues, making this unlikely and incorrect.

* Option C: The user does not have Einstein Sales Emails permission assigned. The Einstein Sales Emails permission (part of the Einstein Generative AI license) enables the feature itself. If missing, users couldn't generate drafts at all—not just see placeholders. Since drafts are being created, this permission is likely assigned, making this incorrect.

Why Option A is Correct:

Permission restrictions are a frequent cause of unresolved placeholders in Salesforce AI features, as the system respects FLS and sharing rules. This is well-documented in troubleshooting guides for Einstein Generative AI.

References:

Salesforce Help: Einstein Sales Emails > Troubleshooting - Lists permissions as a cause of data issues.

Trailhead: Set Up Einstein Generative AI - Emphasizes field access for personalization.

Agentforce Documentation: Prompt Builder > Data Access - Notes dependency on user permissions.

NEW QUESTION # 266

Northern Trail Outfitters (NTO) wants to configure Einstein Trust Layer in its production org but is unable to see the option on the Setup page.

After provisioning Data Cloud, which step must an AI Specialist take to make this option available to NTO?

- **A. Turn on Einstein Generative AI.**
- B. Turn on Einstein Copilot.
- C. Turn on Prompt Builder.

Answer: A

Explanation:

For Northern Trail Outfitters (NTO) to configure the Einstein Trust Layer, the Einstein Generative AI feature must be enabled. The Einstein Trust Layer is closely tied to generative AI capabilities, ensuring that AI-generated content complies with data privacy, security, and trust standards.

* Option A (Turning on Einstein Copilot) is unrelated to the setup of the Einstein Trust Layer, which focuses more on generative AI interactions and data handling.

* Option C (Turning on Prompt Builder) is used for configuring and building AI-driven prompts, but it does not enable the Einstein Trust Layer.

Salesforce Agentforce Specialist References: For more details on the Einstein Trust Layer and setup steps:

https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer_overview.htm

NEW QUESTION # 267

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